

Training Notes

Workforce Investment Act (WIA) Performance Enhancement Workshops --
*Designing a Follow-up/Retention System to Enhance Adult and Dislocated Worker
Customer and WIA Performance*
March 30, 2005

Reasons We Dropped Out: Survey of Conference Attendees

(Activity where participants shared their reasons for dropping out of a job)

- To be a puppeteer
- Lack of support, little guidance
- Needed change of perspective
- Needed change in relationship
- Drive to baseball practice in hearse
- Too many forms, too much typing
- Call of the wild
- Being a risk taker
- No commitment to stick it out

Why do Adults Lose Their Jobs?

- Supports not provided
- Businesses are moving out
- Individual takes first job available (may not be the best)
- Dislocation: unavoidable
- Don't have soft skills (communication)
- Change in technology – inability or unwillingness to be trained for something new
- Issues come to light after hire (criminal history)
- Loss of funds
- Problems with childcare
- Soft Skills
- Transportation
- We operate with what we know – what's safe there can be fear and self-sabotage

Things to Help Adults Succeed

- Calling people in the first couple of days
- Checking in with employers
- Up front preparation – teaching individuals about fitting into the new job culture
- Self-esteem building
- Supportive network – family, friends, case manager, etc.
- Supportive Services Plan before job placement
- Follow-up begins at registration
- Assessment up front to place in the right job
- Fostering communication
- Teaching self-advocacy skills

Wisconsin Promising Practices – Building Relationships

- Move “negotiating for raises, promotions” to the front end, rather than waiting until after placement. This is a key area, but one “we” (multiple local areas) struggle to implement
 - Post Placement
 - Advancement

South Central Wisconsin

- Career Pathways Model
 - System wide approach (purchase system-wide services for groups)
 - Modularizing employer-recognized industry training to provide to incumbent workers (e.g., health care field)

Bay Area

- Evaluate when to exit the participant if they are employed, but still could benefit from advancement-oriented skills up grade training.

Southeastern Wisconsin

- Building Relationships
 - Supporting case managers
 - Business Service Units are strong, but could improve connection of case managers to employers through these units.
 - Case managers meet regularly with local area TA provider; share promising practices, provide ASSET training. Other capacity building.

Northwest Wisconsin

- Case managers are employment specialists
- Might need to have ES specialize in one program
- Assessment provided to identify strengths and weaknesses
- Business specialists develop relationships with employers – focus on potential for advancement
- Health Care Initiative – business specialist just for health care industry
- Created a video that profiles different professions in the health care field – showing to middle school youth too.

Western Wisconsin and West Central Wisconsin

- Under-promise and over- deliver
- Adding value every time we meet with a customer – establish common ground
- Common message – every client gets the same message
- Preparing case managers with web based training and certification

Milwaukee

- Team approach:
 - Job Service Registrar
 - Case Manager “adult”
 - Case Manager “youth”
 - Job Developer
 - Follow-up

W-O-W

- Caseloads – what can case managers handle?
- Developing relationships prior to placement

Milwaukee Dislocated Worker Program

- Making sure case loads are realistic is critical
- Screen customers for motivation before registering
- Rights and responsibilities of program at orientation
- Teaching job search skills up front (appropriate e-mail address; not burning bridges)

South Central Wisconsin

- Helping case managers understand “big picture” system/program design issues
- Strong relationships with educational partners (co-location, curriculum development)

Wisconsin Promising Practices – Building Skills for Retention

Bay Area

- Provide job club weekly: presentation, resume, and attitude
- Relating weekly content to goal setting

Fox Valley

- Contingency planning worksheets
- Triggers for possible job loss worksheet

South Central

- “In the Works” Workshop (monthly)
 - Soft Skills
 - Mock Interviews
 - Conflict Resolution
 - Retention
 - Attendance Required
 - Final luncheon (donated by business)

Milwaukee Dislocated Worker Program

- Dislocated Workers need communication skills
- Anger management (over job loss)
- Self-esteem (about job loss)
- 20-hours workshop (5 mornings)
- 20-hours homework
 - With peer support
 - Lots of commitment required
 - Emotionally charged
 - Marketed by case managers

Wisconsin Promising Practices – Preparing for Placement/Right Job

Bay Area

- Informational interviews for reality education
- Job shadowing for experience for a former participant – might become a mentor
- Some liability issues

Milwaukee Adult Program

- Dress for Success
- Share dress code of potential employer

Souteastern Wisconsin

- Use spreadsheet to manage contacts – tickler system (every 30 days)

All Areas

- May want to clarify with local board whether local policies are stricter than the State's Follow-up Services Policy and new ASSET capacity

Promising Practices in Wisconsin—Data Quality

Give case managers a list of which of their customers are in follow-up and when they need to be contacted, (e.g., definitely within the 1st month).

Caseload Considerations: Three Tier Case Management Approach

Ideally, Tier 1 should represent the smallest percentage of the case load, yet account for the bulk of the workload. Tiers 2 and 3 should represent larger percentages of the case load, but account for a smaller portion of the workload.

